



Microsoft Windows Server 2003 Customer Solution Brief



Customer: Ansen Electronics Company
Web site: <http://www.ansen.com.hk/>
Customer size: 5,000 employees
Country: Hong Kong SAR
Industry: Manufacturing

Customer Profile

Incorporated in Hong Kong in 1989, Ansen Electronics Company is a leading original equipment manufacturer and original design manufacturer for security lighting, home security, home automation, and home comfort products.

Software and Services

- Products
 - Microsoft® Windows Server™ 2003 Standard Edition
 - Microsoft SQL Server™ 2000
- Technologies
 - Terminal Services
 - Microsoft Internet Information Services (IIS) 6.0
 - Microsoft ASP.NET
 - Active Directory

Hardware

- Intel Xeon processor-based servers

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Electronics Company Uses 50 Percent Fewer Servers and Cuts System Maintenance Costs

“Windows Server 2003 provides consistent and effective management tools that help us to easily manage infrastructure resources.”

Siu Yin Lam, IT Department Manager, Ansen Electronics Company

Business Needs

Ansen Electronics Company has its headquarters in Hong Kong and production facilities in China. Communication and data synchronization between the two locations are crucial to the company's success. Before Ansen moved to Microsoft® Windows Server™ 2003, these processes were hindered by network instability.

The company's operating system did not respond smoothly and efficiently at times. This sometimes caused data corruption, and IT staff members had to fix the database. About 10 percent of remote-access connections were also disconnected accidentally because of network instability. An internal survey found that staff members suffered time loss in redoing work because of disconnections.

In addition, the operating system didn't support new technologies that Ansen wanted to implement. This limited the company's information technology development.

Ansen wanted to:

- Improve efficiency and lower costs.
- Strengthen the relationship with its customers.
- Develop new applications such as an online transaction system.

Solution

Ansen decided to upgrade from Microsoft Windows NT® Server 4.0 to Windows Server 2003 and to implement a newer version of its enterprise resource planning (ERP) system. Microsoft partner Integrated Solutions Limited, which developed the new ERP system, called e-M-POWER, installed and set up Windows Server 2003 and Microsoft SQL Server™ 2000.

The solution includes the following components:

- Using Windows Server 2003 Terminal Server, staff members can connect remotely to either of the Ansen locations. If disconnections occur, the Terminal Server Session Directory service in Windows Server enables users to easily reconnect to the same session. And with Terminal Services Remote Desktop for Administration, system administrators can check the system or solve problems from anywhere.
- Windows Server 2003 support for 802.1X wireless networks enables Ansen staff members to communicate and share resources using laptops or Pocket PCs.
- Ansen uses Encrypting File System in Windows Server 2003 to help protect confidential files. Staff members can easily encode or decode files by themselves with simple user interfaces.

“Windows Server 2003 is not just a platform for computer systems. It is also a rich component for utilizing company resources and improving overall efficiency.”

Daisy Chung
Systems Manager
Ansen Electronics Company

- Using Microsoft Internet Information Services (IIS) 6.0 and Microsoft ASP.NET with Windows Server 2003, Ansen has started to implement an online transaction system to improve communication between the Ansen staff and overseas customers, suppliers, and distributors. IIS 6.0 security improvements such as application isolation have made the project possible.
- Ansen has consolidated all users and resources in the Active Directory® directory service. In Windows Server 2003, Active Directory improvements include Domain Rename Tools, which enable system administrators to change the directory structure after it has been deployed.
- SQL Server 2000 stores procurement, revenue, and production data for the e-M-POWER ERP system. Ansen is evaluating the use of SQL Server 2000 Reporting Services for real-time reporting.

Benefits

Windows Server 2003 has enabled Ansen to reduce the costs of ongoing operations, deliver highly reliable and secure IT systems, and create opportunities for business growth. Benefits of the solution include the following:

- Scalability and reliability improvements provided by Windows Server 2003 have enabled Ansen to use 50 percent fewer servers, thus lowering the company's hardware investment.
- Ansen has reduced system maintenance costs by 25 percent. Windows Server 2003 provides consistent and effective management tools that enable Ansen to reduce the time required for system maintenance.
- Improvements in security and network management have reduced the time required for staff training. Because of this time savings, Ansen estimates that the company can save 10 percent in administration costs.
- Windows Server 2003 and IIS 6.0 have improved Web server performance and availability. Internet browsing speed is at least 20 percent faster than with Windows NT Server and IIS 4.0. The improved speed, achieved using built-in compression with

IIS 6.0, enables Ansen staff to execute Web-based transactions more effectively and use the Internet to find useful information.

- The improved network performance of Windows Server 2003 has enabled Ansen to reply to customers' inquiries more quickly, improving customer satisfaction. Ansen estimates that this can help increase revenue by about 5 percent per year.
- Ansen estimates that the online transaction system can increase company revenue by 3 to 5 percent.

